

TRAINING COURSE

INTERTALK VANTAGE DISPATCH CONSOLE OPERATOR COURSE

Overview

The InterTalk Vantage Dispatch Console System (Vantage DCS) Operator Training course covers core system operation and communication. Using a combination of classroom-style instruction, demonstrations, and hands-on learning, the Console Operator will be able to use and configure the Vantage dispatch console according to their permitted level of control. In addition, the Operator will be able to perform standard dispatch functions and manage communications resources through the console interface.

InterTalk's trainers are taken from the pool of engineers and technologists that designed and developed the InterTalk system, and are highly experienced in the design, deployment, commissioning and maintenance of InterTalk systems.

Products Covered

- InterTalk Vantage Dispatch Console System

Duration

Four (4) hours

Training Environment

Training is conducted on-site at customer's location of choice. On-site training will be provided during start-up of the new InterTalk System, and InterTalk will work closely with customer to select appropriate training days and times with operators, supervisors, and administrators. Class size is typically restricted to **ten (10) students** to ensure everyone receives ample instructor attention and hands-on learning opportunities.

InterTalk instructors bring a laptop and projector (if necessary, dependant on facility equipment). The customer must provide power, internet access, and a writing surface (eg, flipchart, whiteboard).

Training Materials

- InterTalk Vantage DCS Operator Manual
- InterTalk Vantage DCS training materials

Course Topics

InterTalk Vantage DCS Overview

Intended for System Administrators, Supervisors, Operators

- High-level introduction to the InterTalk Vantage DCS, including system equipment and functionality

InterTalk Dispatch Console System

Intended for System Administrators, Supervisors, Operators

- Console layout
 - Tabbed workspaces
 - Top and bottom toolbars
 - Sidebar
 - Notification bar
- Radio Resources
 - Options and settings
 - Talkgroups
 - Patches
 - Instant Recall Recorder (IRR)
 - Channel audio
- Activity View
- Workgroups
- AUX I/O
- Paging
- Tone Encoder
- Console Features
 - Operation status
 - Patch Control
 - Intercom
 - Audio interface
 - PTT transmission
 - Alerting status
 - System resources
 - General configuration

Terms and Conditions

InterTalk is not responsible for students' travel and/or accommodation costs and arrangements.

TRAINING COURSE

INTERTALK VANTAGE DISPATCH CONSOLE SYSTEM TECHNICAL COURSE

Overview

The InterTalk Vantage Dispatch Console System (Vantage DCS) Technical Training course covers advanced topics in the deployment and administration of InterTalk Vantage Dispatch Console Systems. Using a combination of classroom-style instruction, demonstrations, and hand-on learning, students that have completed the advanced Technical Training will be able to plan and coordinate InterTalk console deployments and provide advanced administration and troubleshooting of the equipment. In addition, they will be well-equipped to supervise and mentor junior administrators in the operation of the system. InterTalk's trainers are taken from the pool of engineers and technologists that designed and developed the InterTalk system, and are highly experienced in the design, deployment, commissioning and maintenance of InterTalk systems.

Products Covered

- InterTalk Vantage Dispatch Console System
- InterTalk Logistics Supervisor (ILS) core
- ILS Web Configurator
- InterTalk Radio Endpoints and Gateways (ie, Citadel IP Radio Gateway, QLI cards)

Duration

Eight (8) hours

Prerequisite Course(s)

- InterTalk Vantage Dispatch Console System Administrator Training
- This training assumes a basic technical ability, and familiarity with networking, radio systems, protocols, and equipment

Training Environment

Training is conducted on-site at customer's location of choice. On-site training will be provided during start-up of the new InterTalk System, and InterTalk will work closely with customer to select appropriate training days and times with operators, supervisors, and administrators. Class size is typically restricted to **five (5) students** to ensure everyone receives ample instructor attention and hands-on learning opportunities.

InterTalk instructors bring a laptop and projector (if necessary, dependant on facility equipment). The customer must provide power, internet access, and a writing surface (eg, flipchart, whiteboard).

Training Materials

- InterTalk Vantage DCS Operator Manual
- InterTalk Vantage DCS training materials

Course Topics

InterTalk Vantage DCS Overview

Intended for System Administrators and Technicians

- Operational flow overview
- Network concepts
- Power distribution

InterTalk Vantage DCS

- Console operations
- Console design
- Console hardware and configuration

InterTalk Logistics Supervisor (ILS) core

- ILS operation
- ILS design
- ILS hardware
- ILS Web Configurator

InterTalk Radio Endpoints and Gateways

- Physical installation
- Software configuration

Troubleshooting and Maintenance

- Technical support installation tips
- System level troubleshooting
- Position level troubleshooting
- System maintenance

Terms and Conditions

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End-of-Class Test

Please note that this course requires the completion of a multiple choice, true/false, and short answer question test with a passing grade of 80%

TRAINING COURSE

INTERTALK VANTAGE DISPATCH CONSOLE SYSTEM ADMINISTRATOR COURSE

Overview

The InterTalk Vantage Dispatch Console System (Vantage DCS) Administrator Training course covers advanced topics in the configuration and troubleshooting of InterTalk Dispatch Consoles and Console Workstations. Using a combination of classroom-style instruction, demonstrations, and hand-on learning, students that have completed the System Administrator Training will be able to administrate, manage, and troubleshoot the Vantage DCS.

InterTalk's trainers are taken from the pool of engineers and technologists that designed and developed the InterTalk system, and are highly experienced in the design, deployment, commissioning and maintenance of InterTalk systems.

Products Covered

- InterTalk Vantage Dispatch Console System
- InterTalk Logistics Supervisor (ILS) core
- ILS Web Configurator
- InterTalk Radio Endpoints and Gateways (ie, Citadel IP Radio Gateway, QLI cards)

Duration

Eight (8) hours

Prerequisite Course(s)

- This training assumes a sound understanding of the administration of networked client-server architectures, and basic understanding of the administration of Linux servers and Windows-based desktops.

Training Environment

Training is conducted on-site at customer's location of choice. On-site training will be provided during start-up of the new InterTalk System, and InterTalk will work closely with customer to select appropriate training days and times with operators, supervisors, and administrators. Class size is typically restricted to **five (5) students** to ensure everyone receives ample instructor attention and hands-on learning opportunities.

InterTalk instructors bring a laptop and projector (if necessary, dependant on facility equipment). The customer must provide power, internet access, and a writing surface (eg, flipchart, whiteboard).

Training Materials

- InterTalk Vantage DCS Operator Manual
- InterTalk Vantage DCS training materials

Course Topics

InterTalk Vantage DCS Overview

Intended for System Administrators and Technicians

- Operational flow overview
- Network concepts
- Power distribution

InterTalk Vantage Dispatch Console System

- Console operations
- Console design
- Console hardware and configuration

InterTalk Logistics Supervisor (ILS) core

- ILS operation
- ILS design
- ILS hardware
- ILS Web Configurator

InterTalk Radio Endpoints and Gateways

- Physical installation
- Software configuration

Troubleshooting and Maintenance

- Technical support installation tips
- System level troubleshooting
- Position level troubleshooting
- System maintenance

Terms and Conditions

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End-of-Class Test

Please note that this course requires the completion of a multiple choice, true/false, and short answer question test with a passing grade of 80%